

BEFORE THE CONSUMER GRIEVANCES REDRESSALFORUM
MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-29-2015.16
Complainant	M/s. Shanti Industries, 503 / B / 1 GIDC, Halol, Dist: Panchmahals
Respondent	Shri I Y Vohra, Junior Engineer, GIDC Halol, Shri D V Parmar, Sr Assistant Halol dn., of MGVCCL.
Date of hearing	18.09.2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
IndependentMember	Harsha S Chauhan, Vadodara
Technical Member	Shri P K Agrawal, MGVCCL

The complaint dated 31.08.2015 regarding the Bill for slowness of meter.

On 18.09.2015, the case of the ComplainantGrievance was heard before Consumer Grievance Redressal Forum wherein representatives Shri Harshadbhai B Maru and Shri Kiran Maru appeared on behalf of the complainant Mrs Jasoda Maru of M/s. Shanti Industries, whereas Shri I Y Vohra (Junior Engineer) and Shri D V Parmar (Sr Assistant) of Halol GIDC sub-division, appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The Industrial Vij connection bearing consumer No.17101/52088/0 of 90 KW LTMD contracted load in the name of M/s. Shanti Industries at GIDC Halol, District Panchmahal.
2. MGVCCL had checked their installation on 02/07/2015. The energy meter was found recording 33.65% slow, so MGVCCL had issued bill for Rs.10,47,000/- on dated 25.07.2015.
3. The Complainant had raised their grievance for abnormal bill amount and duration of checking periodto local office of MGVCCL.
4. The MGVCCL had revised bill to Rs.7,99,522.33 on dated 03.08.2015 based on the energy meter's MRI data for 343 days instead of previous calculation of 365 days.
5. As per the request of the complainant, MGVCCL had provided copy of MRI data. The complainant had got data analyzed and based on that again represented their grievance as under.
 - a. The duration of slowness is about 150 days only.

y

- b. Slowness is due to loss on one phase. There is no continuous loss of the phase so continuity period should be counted in their favour.
- c. The contract load demand increased from 56 to 90 KW on dated 11.04.2014 due to addition of their other plant in same premises but now since about last one year, there is slackness in the business.

6. Requested the Forum to give justice in the matter.

The representative of the complainant contended that MGVCL had checked their installation on 02.07.2015 and informed them that their meter is running slow by 33.65%. The meter is not replaced or checked since the date of release of their connection. The connection was released on date 03.05.2011 with contract load of 56 KW and increased to 90 KW on 11.04.2014. Their normal consumption is about 32000 units per month. The energy consumption is variable which depends upon demand of their product - the polyethylene bag. Due to slackness in the business, they are unable to use electricity as per contracted demand since November 2014. As they have no knowledge about the electricity or metering technology, they engaged a conversant person to analysis the MRI data and billing calculations. Accordingly there is loss of current in one phase is only for about 150 days and also interruption in it. It is not their fault. The meter should have checked regularly for its correct working as per GERC regulation. Therefore, he requested the Forum to revise the bill.

The Respondent contended that, the consumer having Consumer No.17101/52088/0 for 90 KW LTMD contract demand in the name of M/s. Shanti Industries. The installation was checked by checking squad of corporate office on 07.02.2015 wherein 33.65% meter slowness was detected. The meter manufacturer is "L&T". Accuracy of the meter was measured with accu-chek meter. Considering the percentage slowness of the meter, a supplementary bill was issued on dated 25.07.2015 amounting to Rs.10,47,000.00 for 365 days. As per MRI report meter "Y" phase current is missing since last 343 days. As per MRI report, the bill was revised for 343 days amounting to Rs.7,99,522.33. The consumer has paid 33% of the bill amount Rs.2,66,507.00 on 02.09.2015 to avoid disconnection of supply and filed complaint to the Forum.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the meter in question is working since release of connection. It was not checked before for its accuracy. The current installation checked on 02.07.2015 and its MRI data downloaded confirms current missing in "Y" phase for 343 days before the date of checking and that event is still continue (the faulty Meter not replaced). It means there is some fault in CT circuit of the meter. The Y-phase is continuously missing i.e. no interruption. Whenever, the factory is closed or no use of power, all phases showing zero current. Its technical understanding based on MRI data sheet given to the representatives and confirmed the current missing event in Y-phase.

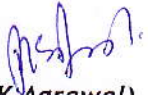
The Forum is of the opinion that the supplementary bill issued for faulty meter/metering for a period of more than 180 days is wrong. It should be as per



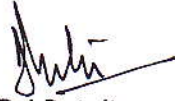
GERC Supply Code Clause No. 6.1.8. The "Installation and Operation of Meters" Regulations, 2006 of CEA and provision of GERC Supply Code and their amendments must be followed for periodical checking of installed energy meters and their billings.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to replace the faulty meter and revise the supplementary bill for a maximum period of 180 days for faulty metering as per the GERC Electricity Supply Code clause No.6.1.8. Also issue separate bill for the period from the date of checking till replacement of meter considering slowness as detected.


(P K Agrawal)
Technical Member


(Harsha S Chauhan)
Independent Member


(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>